



COMBINED DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below-named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: METHOD AND SYSTEM FOR PROVIDING REAL TIME CUSTOMER SERVICE, the specification of which:

\_\_\_\_\_ is attached hereto.  
☒ was filed on December 28, 2000 as Application Serial No. 09/752,021  
and was amended on \_\_\_\_\_  
(if applicable)

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose to the U.S. Patent and Trademark Office all information which is material to patentability (as defined in 37 C.F.R. § 1.56) in connection with the examination of this application.

I hereby claim the benefit under Title 35, United States Code, Section 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the matter provided by the first paragraph of Title 35, United States Code, Section 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, Section 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

_____	_____	_____
(Application Serial No.)	(Filing Date)	(Status)
		(patented, pending, abandoned)

I hereby claim the benefit under Title 35, United States Code § 119(e) of any United States provisional application(s) listed below:

Provisional Application Number	Filing Date
60/252,095	November 20, 2000
_____	_____
_____	_____

I hereby claim foreign priority benefits under Title 35, United States Code, Section 119 of any foreign application(s) for patent or inventor's certificate or of any PCT international application(s) designating at least one country other than the United States of America listed below and have also identified below any foreign application(s) for patent or inventor's certificate or any PCT international application(s) designating at least one country other than the United States of America filed by me on the same subject matter having a filing date before that of the application(s) of which priority is claimed.

_____	_____	_____	_____
Country	Application No.	Date of Filing	Priority Claimed

I hereby appoint; Robert E. Walter, Reg. No. 25,245; and Kenneth S. Wheelock, Reg. No. 36,340, John B. Yates, Reg. No. 39,433, Kevin E. McVeigh, Reg. No. 33,017, Frank A. Smith, Reg. No. 39,375, Michelle Bugbee, Reg. No. 42,370, all of General Electric Company, One Plastics Avenue, Pittsfield, MA 01201, Ronald E. Myrick, Reg. No. 26,315 of General Electric Company, (W3E) 3135 Easton Turnpike, Fairfield, CT 06431-0001, and Henry J. Policinski, Reg. No. 26,621 of General Electric Company, (W3D) 3135 Easton Turnpike, Fairfield, CT 06431-0001, Philmore H. Colburn II, Reg. No. 35,101, David A. Fox, Reg. No. 38,807 and Deborah B. Crenshaw, Reg. No. 41,689 of Cantor Colburn LLP, 55 Griffin Road South, Bloomfield, CT 06002, jointly and each of them severally, my attorneys or agents and attorney or agent, with full power of substitution, delegation and revocation, to prosecute this application, to make alterations and amendments therein, to receive the patent and to transact all business in the Patent and Trademark Office connected therewith. I hereby direct that all correspondence and telephone calls in connection with this application be addressed to the said:

**David A. Fox, Esq.**  
**at Cantor Colburn LLP, 55 Griffin Road South, Bloomfield, CT 06002**  
**Telephone No.: (860) 286-2929**

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that all such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of sole or first inventor Syed Kirmani

Inventor's signature

Syed Kirmani

4/23/01

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GE: 85CS00027

Full name of sole or second inventor Lynn Allard

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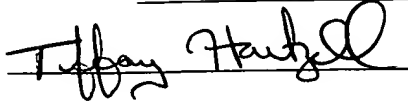
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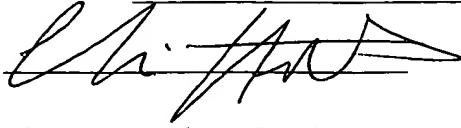
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Full name of sole or seventh inventor Janine Movish

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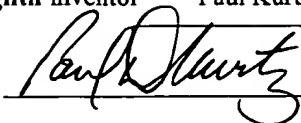
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Full name of sole or eighth inventor Paul Kurtz

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